

Anti-Robocall Principles Update

In 2019, 51 attorneys general and 15 phone companies adopted the Anti-Robocall Principles to fight robocalls through prevention and enforcement solutions. Two years later, here's a look at some of the most successful progress companies have made to stop these harmful and nuisance calls, recognizing they still have more work to do.

1. OFFER FREE CALL BLOCKING AND LABELING/IMPLEMENT NETWORK-LEVEL CALL BLOCKING

- AT&T, Charter, Comcast, UScellular, and Verizon offer free call blocking and labeling services by default to customers.
- Windstream lets customers opt in to free call blocking and labeling services.
- T-Mobile offers free call labeling by default and lets customers opt in to free call blocking.

2. COMBAT CALLER ID SPOOFING WITH STIR/SHAKEN

- Bandwidth, Charter, Comcast, T-Mobile, Twilio, UScellular, and Windstream have implemented STIR/SHAKEN across their all-IP networks.
- AT&T, Consolidated, Frontier, Lumen, and Verizon have implemented STIR/SHAKEN on the IP portions of their networks.
- AT&T, Bandwidth, Consolidated, Frontier, Lumen, UScellular, Windstream, and Verizon have filed Robocall Mitigation Plans with the FCC on their efforts to proactively combat illegal robocalls.

3. ANALYZE AND MONITOR HIGH-VOLUME NETWORK ROBOCALL TRAFFIC 4. INVESTIGATE SUSPICIOUS CALLS AND CALLING PATTERNS

- AT&T, Bandwidth, Charter, Comcast, Consolidated, Frontier, Lumen, T-Mobile, Twilio, UScellular, Verizon, and Windstream use robust and proprietary call monitoring analytics to identify and assess suspicious and/or illegal robocall traffic and patterns.
- The companies have also asserted their commitment to identify, investigate, and terminate or restrict access for providers that use their respective networks to route illegal robocalls.

5. CONFIRM THE IDENTITY OF COMMERCIAL CUSTOMERS

- AT&T, Bandwidth, Comcast, Consolidated, Frontier, Lumen, Twilio, Charter, and Verizon tout effective "Know-Your-Customer" initiatives and procedures to mitigate the risk that the providers they accept calls from will use their respective networks to route illegal robocalls.

8. COMMUNICATE WITH STATE ATTORNEYS GENERAL

- AT&T, Bandwidth, Charter, Comcast, Consolidated, Frontier, Lumen, T-Mobile, Twilio, UScellular, Verizon, Wabash, and Windstream are committed to responding to and partnering with attorneys general in investigative efforts and enforcement actions against the originators and facilitators of illegal robocall traffic.

6. REQUIRE TRACEBACK COOPERATION IN CONTRACTS 7. COOPERATE IN TRACEBACK INVESTIGATIONS

- USTelecom's Industry Traceback Group (ITG) was designated by the FCC to serve as the registered consortium that conducts private-led efforts to trace back the origin of suspected unlawful robocalls and identify the robocallers and the providers that route those unlawful calls to customers.
- AT&T, Bandwidth, Charter, Comcast, Consolidated, Frontier, Lumen, T-Mobile, Twilio, UScellular, Verizon, Wabash, and Windstream are members of the ITG.
- Bandwidth, Comcast, Frontier, and Verizon contractually require providers they accept calls from on their respective networks to cooperate with all traceback requests.